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The Pipeline

Big Improvements at No Cost

By Lisa Aug, CFC Communications

If you've called an OPS office recently, you've probably noticed the change.

Staff in Personnel, Accounting, Travel, Procurement, Budget, Financial Management, Leasing and Design and Asset Management have made prompt, polite, effective response to telephone calls a priority, and the difference is impressive.

Last fall, Secretary Miller asked everyone in Quality Central to improve their handling of telephone calls. Many people, both outside the Cabinet and in field offices, complained that phones went unanswered or were answered rudely, or that people who answered the phones did not know how to direct callers and failed to try to help them.

Like many offices, OPS established a committee to find out what its telephone issues were and resolve them. OPS's committee, however, went out of its way to incorporate principles of both Continuous Quality Improvement (CQI) and Everyone A Leader (EAL).

Committee chair Wilma Morris recruited members from outside OPS as well as inside to get as wide a range of viewpoints and expertise as possible. She also developed a charter detailing the team's purpose and goals, and team diagrams illustrating specific issues, solutions, resolutions and feedback and the relationships among them.

The team's diversity ensured no issues or possible solutions would be ignored, and the team diagrams ensured the committee stayed focused.

By December the OPS Telephone Quality Initiative Team had:

- reached agreement on issues to be addressed, including phone



answering protocol and up-to-date directories;

- developed a telephone answering protocol and distributed it to all OPS staff;
- developed a quick reference telephone directory and distributed it to all CFC staff, state operators and the publisher of the state directory;
- researched Tadiran training and made manuals and training opportunities available to all OPS staff.

"This team has managed to make significant improvements at zero cost to the Cabinet," Teresa Suter, OPS executive director said. "This is an outstanding example of how both CQI and EAL can help us work smarter and accomplish more at minimal cost."

Suter said prompt, accurate referrals of callers to the offices that can help them will also advance the goals of Comprehensive Family Services, which requires close collaboration among CFC program specialists and their community partners.

The team has also published a report on its activities, including team meeting minutes, team charter, team diagrams, telephone protocol, directory and Tadiran training manual, which it is happy to share. If you would like a copy of the report, please call Wilma Morris at 564-7530, extension 4023, or email her at wilma.morris@mail.state.ky.us.



New Family Support Office Opens in Middlesboro

By Mike Jennings, CFC Communications

For the convenience of those we serve, the Cabinet for Families and Children is opening a second office in Bell County.

A new Family Support office will open Monday, Jan. 29, in the Department of Employment Services building at 725 N. 19th Street in Middlesboro. The phone number for the new office is (606) 242-3556.

Family Support services include food stamps, the Kentucky Transitional Assistance Program and Medicaid. Anyone who has a mailing address of Middlesboro and the zip code 40965 should call or go to the new office for these services.

The Cabinet's existing Bell County office is at 124 Kentucky Avenue in Pineville. The phone numbers there are (606) 337-7055 for Family Support services and (606) 337-1329 for Protection and Permanency services, which include child protection, family foster care and adoption.

"Everyone A Leader" Makes A Difference in CFC



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Now that most of us have had time to put into practice the skills we rehearsed during the initial "Everyone A Leader" sessions, Pipeline would like to hear whether this skill-building endeavor is making a day-to-day difference in the way we interact with our colleagues and serve our clients. If you can cite an example of how adherence to the Ground Rules and Basic Principles of Professional Behavior has helped CFC employees do a better job, please inform Pipeline editor Patricia Boler by e-mail or by calling 564-6180.

Money Available for KIDS NOW Eye Exams

CHS Communications

KIDS NOW, Gov. Paul Patton's early childhood initiative, has \$150,000 to pay for eye examinations for eligible children.

The Commission for Children with Special Health Care Needs and Family Resource and Youth Services Centers are working together to provide financial assistance to families with mandatory eye examinations for children entering school for the first time.

The funds target children in families that do not receive Medicaid or Kentucky Children's Health Insurance Program assistance; have incomes that are above 200 percent, but below 250 percent of the federal poverty level; and have no other insurance that covers eye examinations. For example, a family of three, based on the 2000 federal poverty guidelines, earning \$28,300 - \$35,375 per year and meeting the other eligibility criteria qualifies to receive these funds

"This is a great opportunity to help children and families through the KIDS NOW initiative. The partnership between the Commission and the Centers is an exciting way to get this program under way," said Jimmy Helton, Secretary of the Cabinet for Health Services.

The school centers will be the main referral source for enrolling eligible children in this program. If a school does not have a resource center, parents can call 1-800-232-1160 so that the Commission can enroll their children.

Remember to use your ID card each time you enter the CHR Building. Proper procedure protects each of us and creates a safer, more secure work environment!

CFS Focus Available Online

The Comprehensive Family Services newsletter, CFS Focus, is available online at:
<http://cfccbsi01/cfsnews/focus.htm>

Sick Leave Needs

Amanda Diaz of Child Support in the Lincoln Trail Region is in need of donated sick leave. Amanda has exhausted all of her leave time. To donate time, contact Nancy Alexander at (270)766-5085 ext. 206.

Susan (Melynn) Mitchell of Child Support in the Lincoln Trail Region is in need of donated sick leave. Her leave time has also been exhausted. To donate time, contact Nancy Alexander at (270)766-5085 ext. 206.

Vickie Davis of the Tax Intercept Section in the Division of Child Support is in need of donated sick leave. Vickie is on maternity leave and has exhausted all of her leave time. To donate time, contact Linda Kelley at 502-564-2285, ext. 4464.

Anita Dowd, an employee of the Kentucky Commission on the Deaf and Hard of Hearing, is in need of donated sick leave. Anita is hearing impaired. She and her family were involved in an auto accident. To donate leave, contact Paula Wiese at (502) 573-2604.

State Telephone Directories are still available at the Building Superintendent's offices in the CHR and HSB Buildings. Please remember to pick and distribute these directories to your field offices.



Recycling bins for the old directories are available in the building's lobby areas.